

Abstract

In shipping a computer ordered by selecting parts on a sales site offered by a sales management server, a shortcut link incorporating part codes as parameters of a URL on the support information site offered by a FAQ server, is set on a desktop screen of the computer. On the other hand, part codes, questions probable to arouse concerning the parts and answers thereto are registered as data in a database. When the short-cut link is selected on the desktop screen of the computer, the FAQ server accessible via a web management server obtains part codes from the URL, and sends the data picked up from the database by using the part codes, as a FAQ page, to the side of the user.